

A Sample

UI Program Improvement Summary

Source: XXYYZZ, VIII
(State, Region)

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A. Type of Error Addressed -- Inadequate detection of improper work search.

QC case investigation has revealed that work search documentation/verification has not been handled adequately at point of local claimstaking or during ERPs. Information in the records revealing improper or inadequate action by the claimant has been overlooked. At least 12% of all cases investigated have revealed work search inadequacies.

B. Actions Taken -- Director established new local office policy and procedures that include the following:

1. During first periodic interview

-Local offices are required to select randomly two job contacts listed by claimant and to telephone employers for verification.

-Claimant must maintain a list of employer contacts (2 per week) in personal folder.

-Worker will indicate on weekly claim card method of job/work search contacts reported.

2. Weekly Certification

This being a less-populous State, responsibility for work search certification has been moved from the local offices to the central office. (At local level, detection of improper work search is often made after the week has already been paid.) To facilitate

this change of responsibility, the following measures are required:

- (a) Weekly certification (claim card) will require signature of employer contact and date of contact.
- (b) Central office will spot-check claim cards (certifications) weekly for proper work search documentation.
- (c) Certifications will be filed by Social Security numbers, by claim week.

C. Results Achieved

Before setting up tighter requirements for documentation (by claimant) and certification of work search (by central office), we found in case investigations that at least one out of nine claims paid was improper due to inadequate work search. Now, after only six months under the new requirements described above, we see a decided decrease in improper payments based on improper work search behavior. The monthly percentage of investigated cases containing such inadequacies has dropped almost 25% (from 12% to about 9% of all weeks investigated). We think this picture will improve further when certification changes are fully implemented by central office staff.

D. Special Resources Applied -- This effort was achieved through redistribution of SESA staff workloads and equipment.

4-05-88 - CST